

EMERGENCY RESPONSE PLAN

FOR

**THE BOROUGH OF HANOVER
HANOVER MUNICIPAL WATER DEPARTMENT
44 FREDERICK STREET
HANOVER, PA. 17331**

PLAN INCLUDES

DROUGHT CONTINGENCY PLAN

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A. Public Water Supply Agency

The Borough of Hanover
 Hanover Municipal Water Department
 44 Frederick Street
 Hanover, Pa. 17331

Phone: 717/637-3877

B. Emergency Organizational Structure

- a. Personnel responsible for the public water system during any type of emergency.
 Note personnel listed in order of calling priority.

Michael O'Rourke	Borough Manager	717/637-3877
		717/476-4478 (cell)
Timothy Mayers	Water Treatment Superintendent	717/359-4588 (home)
		717/476-2709 (cell)

Dale Ault

Distribution & Dam Supervisor

717/632-7264 (home)

717/476-2712 (cell)

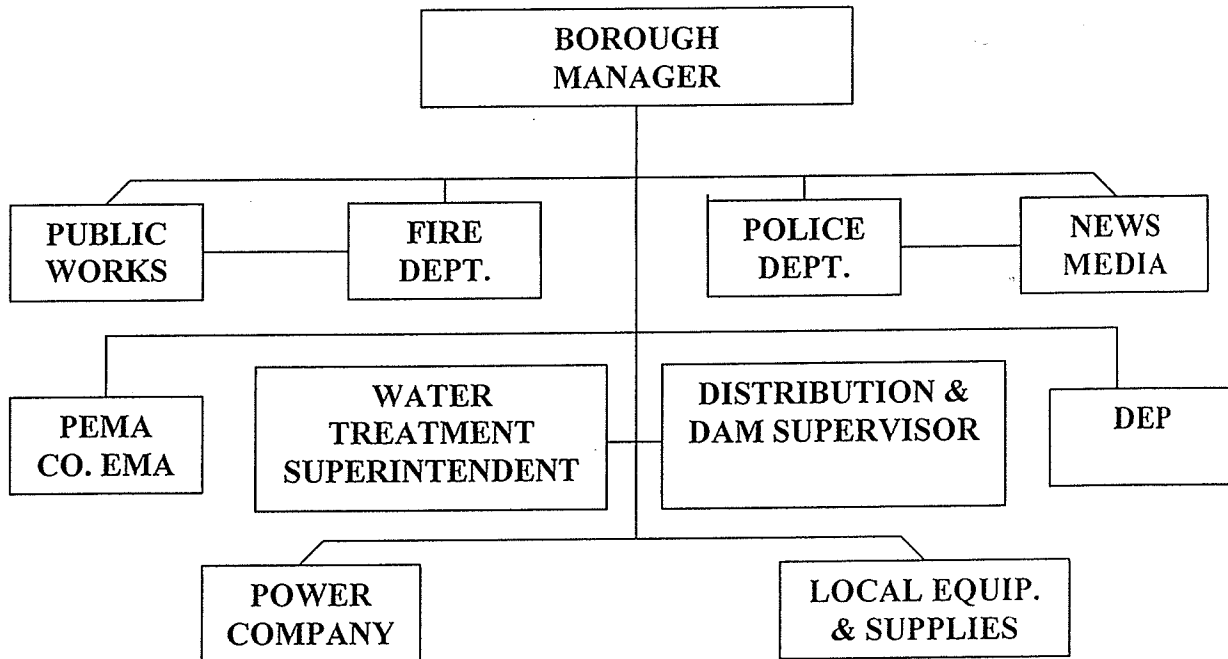
Terry Sterner

Water Treatment Supervisor

744-5052 (home)

476-2710 (cell)

b. Organizational Chart



C. Emergency Contacts:

- a. Governmental Agencies:
- | | | |
|------------------------|--------------------------------|-----------------------|
| DEP | Angela Anderson, Sheryl Martin | 717/771-4481 |
| DEP Emergency Response | Southcentral | 877/333-1904 (24hrs) |
| DEP Emergency Response | Statewide | 800/541-2050 (24hrs) |
| PEMA | Harrisburg Office | 800/424-7362 |
| York County EMA | Michael Fetrow | 800/762-8218 (office) |
| | | 717/840-2990 (office) |
| | | 9-1-1 (after hours) |
- b. Public Relations:
- | | | |
|------------------------|---------------------|--------------|
| Radio: WHVR-AM | Local Station | 717/637-3831 |
| Radio: WYCR-FM | Local Station | 717/637-3831 |
| TV: WGAL | Local Coverage Area | 717/848-6132 |
| Newspaper: Evening Sun | Local Paper | 717/637-3736 |
- c. Other Contacts:
- | | | |
|-------------------------------|----------------------|-----------------------|
| Met-Ed | Electric Company | 717/632-9104 |
| Fire Department | Hanover Fire Dept. | 717/637-6671 |
| | | 9-1-1 (emergency) |
| Fire Department, Fire Chief | Jan Cromer | 717/637-3877 (office) |
| | | 717/465-4268 (cell) |
| Police | Hanover Police Dept. | 717/637-5575 |
| | | 9-1-1 (emergency) |
| Public Works Dept. Director | A. J. Grimm | 717/632-3939 (office) |
| | | 717/843-6892 (home) |
| | | 717/818-3680 (cell) |
| Pumps-DeLaval | | 609/890-5000 |
| Pump Motors-Swam Electric | | 717/637-3821 |
| Chlorinators-Capitol Controls | | 215/723-7234 |

D. Anticipated Emergencies:

The following list includes in the order of probable occurrences those emergency situations most likely to occur in the Hanover Borough Public Water System:

- a. Distribution System Problems
- b. Disinfection Failure
- c. Power Outages
- d. Pump Failure
- e. Depletion of Impoundment Supply—Drought
- f. Flooding of Filtration Plant-Pumping Station
- g. Contamination of Supply

E. Background and Assessment of the Hanover Borough Water System

A large drawing of the Hanover Borough Water System is located in the engineering department showing the Distribution System Service Area, the Impounding Dams, and Filtration Plant & Pumping Stations.

a. Source of Supply:

1. Sheppard & Myers and Lawrence Baker Sheppard Dams:

The Sheppard Myers Watershed covers an area of five and one half square miles while the Lawrence Baker Sheppard Watershed covers five and ninety-two hundredths square miles. The combined acreage owned by the Borough is 2,525 acres and 124.622 perches. All but 391 acres, 115 perches, located in Manchester District, Carroll County, Maryland, are located in Pennsylvania. Approximately 2,355 acres of the watershed area has been reforested in pine to prevent soil erosion and subsequent siltation in the two impoundments.

2. Slagles Run Intake:

Natural drainage originates north and east of the site in Penn Township, York County and Berwick Township, Adams County from springs and their tributaries to form Slagle's Run. Stream flow, from which the intake to this raw water pumping station will be taken, is essentially derived from the discharge of ground water that is pumped from the Vulcan Material Co. operations immediately upstream from the intake, and the drainage from the Slagle's Run drainage area.

b. Storage Reserve:

1. Raw Water:

The total storage capacity of the two impounding dams is 1,732,200,000 gallons. Raw water collected in the Sheppard Myers and Lawrence Baker Sheppard Impoundments is released via sluice gates to match the water demand of the treatment plant when flow over the two spillways is not sufficient. Water thus released flows from both impoundments to a diversion dam known as Kitzmillers. Here water is diverted to a thirty-six inch gravity main, which carries the raw water to a 52,000,000-gallon holding basin known as Clear Lake. The flow to the Clear Lake is controlled by an electrically operated gate valve in the thirty-six inch main. The Clear Lake functions as a sedimentation basin and as a standby reserve which can be used during period of high stream turbidity. When period of high stream turbidity occur the thirty-six inch valve is closed and the degraded water is then bypassed over the Kitzmiller diversion dam, while the treatment plant draws its' supply for the Clear Lake.

2. Finished Water:

Finished water is stored in two covered reservoirs known as Parr's Hill on the Black Rock Road. This reservoir system has a total capacity of 13,020,000 gallons and floats on the distribution system. There is a booster pump station connected to the reservoirs, which serves the southeastern section of the distribution system, an area that would otherwise suffer low pressure.

Finished water is also stored in two elevated tanks, one 500,000-gallon tank on Terrace Avenue in the Borough and one 250,000-gallon tank on Oxford Road in McSherrystown Borough. Both of the tanks float on the distribution system.

c. Pumping Facilities:

Pumping of finished water to the distribution system is accomplished through the use of four electrically driven pumps at the Filtration Plant. Two pumps with a capacity of 2,916 gallons per minute are connected to an eighteen-inch main running to the center of the distribution system. A third pump with a capacity of 1,250 gallons per minute is connected to a twelve inch main running directly to the Parr's' Hill reservoirs, and the fourth pump with a capacity of 3,100 gallons per minute is connected to a 20" main.

d. Filters:

There are five single rapid sand filters and two double unit filters located at the Filter Plant. The total capacity of all filters is 12,500,000 gallons of water per day. Water fed to the filters is prechlorinated for removal of iron and manganese, coagulated with Aluminum Sulphate and settled. The filtered water is then disinfected with gaseous chlorine and the pH adjusted with caustic soda. Finally the water is fluoridated and sent to the pump intakes.

e. Water Analysis:

Analysis of raw and finished water for operational control is performed in the Treatment Plant Laboratory. Bacteriological testing is performed by an approved independent laboratory in conformance with DEP regulations. Analyses for radioactive and volatile organic contaminants are performed by an approved independent laboratory.

f. Mains:

There are approximately 205 miles of water main in the distribution system consisting of cast iron or ductile iron in sizes from four to twenty inches in diameter.

g. Service Connections:

There are now 16,969 service connections taken off the Distribution Mains.

F. Communications:

Telephone is the primary link to convey information. Should this be lost, cellular phones and two-way radios will be used.

G. Power Supply:

Electricity is obtained from Met-Ed. A transformer can be replaced in ten hours. An emergency back up generator is available at the Filter Plant that has the capacity to operate the plant for as long as needed or until normal power is back on line.

H. Assessment of Equipment Available:

a. Backup Communications:

Eighteen (16) two-way radios are located within the Water Department vehicles:

1. Ford Escape	P-12	7. Ford Utility	T-30	13. GMC Dump	T-5
2. Ford Utility	T-37	8. Chev Pickup	T-1	14. Chev Dump	T-31
3. Ford Pickup	T-6	9. Ford Pickup	T-9	15. Intl. Dump	T-23
4. GMC Van	T-4	10. Ford Pickup	T-44	16. Chev Van	P-7
5. Ford Pickup	T-44	11. Chev. Blazer	P-15	17. Ford Utility	T-11
6. Ford Utility	T-8	12. Chev Pickup	T-2	18. Mack Dump	T-21

b. Emergency Power Supply:

A Caterpillar Model 3512 1135 KW generator is on location at the Filter Plant and can operate the complete plant. An emergency generator is located at Parr's Hill Reservoir in the event of a power outage at that location.

c. Backhoe – Front End Loader:

There are four available within the Water Department:

1. Case 590	E-12
2. Case 590	E-85
3. Ford New Holland 555	E-26
4. Case 590	E-118

d. Dump Trucks:

There are four available within the Water Department:

1. 6 Ton GMC	T-5
2. 10 Ton Int.	T-23
3. 10 Ton Chev.	T-31
4. 20 Ton Mack	T-21

I. Emergency Measures:

a. Distribution System Problems:

Breaks are corrected as they occur. Breaks are usually reported by customers in the vicinity of the break or by the police department.

Immediate Response is:

1. Identify the specific location of the break.
2. Call in crew to repair.
3. Contact PA 1-call 1-800-242-1776
4. Determine the boundaries of the area that will need to be valved off for doing repairs.
5. Notify the customers that will be affected. (One Call System may be used)
6. Complete repairs and flush line.

b. Disinfection Failure:

The only treatment provided to the water is gaseous chlorination, when chlorination is inoperative, the filter plant, pumping station would be shut off until repairs can be made. Plant operator would notify the Filter Plant Supervisor, who in turn would notify DEP, and issue a boil water notice by way of the news, TV, radio media, and One Call System may be used.

c. Power Outage:

Power outages can be remedied within minutes due to portable generator on site at the Filter Plant which is designed to take over power supply automatically in the event of a power failure. Transformer replacement would take approximately 10 hours.

d. Pump Failure:

There are two identical eighteen-inch (18") high duty pumps and one twenty-inch (20") high duty pump. The fourth high duty pump is a twelve-inch (12"). Normal operation consists of operating a combination of two of the four pumps, leaving two on standby. When a pump fails it is repaired as soon as possible by our personnel who are very familiar with these pumps. We carry in stock most spare parts.

e. Depletion of Impoundment Supply:

The Hanover Borough raw water storage consists of two surface impoundments. The Sheppard Myers Dam, which holds 73MG, (DEP mandated level) and the Lawrence Baker Sheppard Dam, which holds 1.659 BG, both discharge to a common diversion. In the event of a prolonged drought the smaller Sheppard Myers Dam would be drawn down first and then the Lawrence Baker Dam would be used as the sole supply. The elevations of the water in this dam would be monitored which is a normal procedure and would be used as a trigger to commence certain events according to the months in which it occurs. (see attachments "Dam Storage Curves").

1. Stage I:

Notify public that possibility of impending shortage is probable. Notify York County Office of Emergency Management of status. Implement Voluntary Conservation Measures – see attached copy of “Drought Contingency Plan”. Advise DEP and Vulcan Materials Co. of status.

2. Stage II:

Mandatory Conservation Measures placed in affect. Notify DEP of status. Request assistance from York County Emergency Management Office.

NOTE: In 1964 The Borough of Hanover suffered a water shortage. A cooperative effort between the Borough, Bethlehem Mines Corporation (now Vulcan Materials Co.), York County Civil Defense (now EMA), The Pennsylvania State Council of Civil Defense (now PEMA), and The United States Defense Department led to the laying of a temporary pipeline from the Mines to the Filter Plant using loaned equipment. Contacting the York County Office of Emergency Management would trigger all needed contacts to other agencies. The Borough would provide all transport, set up and breakdown and return of materials used to provide the pipeline. The Borough Manager would be kept informed on all phases of this operation.

Informal conversations with Vulcan Materials Co. indicates that the mines would favor cooperation with The Borough should the need occur.

Contacts:

Michael O'Rourke	Borough Manager	717/637-3877
Joseph Hurtack	Vulcan Materials Co.	717/637-7121
Rodney Nesmith	PA DEP	717/771-4481
Michael Fetro	York County EMA	800/762-8218
		717/840-2990 (office)
		9-1-1 (after hours)

f. Flooding of Filtration Plant, Pumping Station:

Past experiences of flooding in 1972 and 1975 have caused the borough to remove the abandoned railroad bed behind the plant, which acted as a dam flooding the plant to the point that we had to shut it down. With this correction, chance of flooding is considerably reduced. If the plant should flood, clean up would take approximately two days.

g. Contamination of Supply:

Both of our impoundments are so located that the possibility of contamination does exist both from highway accidents and farming accidents such as chemical spills. Notification of local authorities will immediately take place. Notification to DEP would be next. Depending where contamination takes place, steps will be taken to contain, if possible, for cleanup. If not possible to contain, and stream to plant is contaminated, stream would be shut off to plant, and water from Clear Lake would be used. When Clear Lake must be used to supply water to the plant, determine how long clean up will take and activate the "Water Conservation Contingency Plan".

J. Training:

Training is constantly ongoing. As problems occur, all involved learn from them. Copies of this plan will go to all departments of the Water System. As changes are made to this plan other plans will be updated. Department Supervisors will be responsible to make sure that the people in their departments are aware of what to do in an emergency.

K. Distribution Department Emergency Information:

a. Emergency Phone Numbers:

1. Equipment Suppliers:

L/B Water Service Chambersburg, PA	Main & Service Supplies Bill Everly Jr	264-8445 264-9466 (home)
HD Water Works Etters, PA	Main & Service Supplies Chad Smith	938-8693 577-1735
Ferguson Water Works New Cumberland, PA	Main & Service Supplies Sam	774-0584
Conewago Enterprises Hanover, PA	Main & Service Supplies	632-7722
PA 1 Call	Service Locates	1-800-242-1776

2. Distribution Personnel:

		Home	Cell
Frank Groft	Crew Leader	624-2166	624-9063
Jon Fowler	Crew Leader		465-9376
Sam Smith	Laborer		476-1814
Brandon Berkheimer	Laborer	521-7166	
Tim Bankert	Laborer		465-5818
Jermey Ritz	Laborer	(443)277-0158	
Zac Stiles	Laborer		578-4128
William Sherman	Meter Dept. Supervisor	259-0138	476-2715

b. Emergency Equipment:

<u>Number</u>	<u>Description</u>	<u>Location</u>
T-11	Ford Utility w/tools & pumps	Tool Shed
T-30	Ford Utility w/tools & pumps	Tool Shed
T-23	Int. Dump Truck (10 ton)	Pipe Yard
T-5	GMC Dump Truck (6 ton)	Pipe Yard
T-31	Chevrolet Dump Truck (10 ton)	Pipe Yard
T-6	Ford Pick Up (1/2 ton)	Tool Shed
E-12	Case Backhoe	Pipe Yard
E-26	Ford Backhoe	Pipe Yard
E-10	Air Compressor	Tool Shed
E-85	Case Backhoe	Pipe Yard
E-118	Case Backhoe	Pipe Yard
T-21	Mack Dump Truck (20 ton)	Pipe Yard

c. Emergency Repair Supply Mains & Services:

<u>Size</u>	<u>Item</u>	<u>Location</u>
4" thru 18"	Stainless Steel Repair Clamps	Tool Shed
¾" thru 2"	Handi-Bank Repair Clamps	Tool Shed
4" thru 12"	Bell Joint Clamps	Tool Shed
¾" thru 2"	Service Repair Materials	Tool Shed
4" thru 20"	M.J. Pipe Fittings	Pipe Yard
4' thru 20"	Ductile Iron Pipe	Pipe Yard

d. Additional Information:

1	Wall Map	Hanover Borough Office (Engineering Dept.)
1	Wall Map	Tool Shed
1	Map Note Book	Ford Pickup T-6
1	Map Note Book	Ford Escape P-12
1	Map Note Book	Tool Shed
1	Map Note Book	Ford Utility T-30
1	Map Note Book	Ford Utility T-11

L. Filtration Plant Emergency Information

a. Emergency Phone Numbers:

1. Equipment Suppliers:

MET-ED	Electric Power 24hr Emergency Service	800/545-7738
Motor Technology	Pump Motors 24 hr service	800/632/9060
Swam Electric	Emergency Contact Office Motors-Glenn Bange	717/637-3824 717/637-3821
ES2	Chlorination Equipment Peter Hutwelker	877/766-2372
PYRZ Water Supply Company Inc	Chlorination Equipment	215/256-8430
DeLaval	Pumps # 1, 2, 3 Hi-Duty	609/890-5888
ITT-AC	Pump # 4 Hi-Duty Bucks Environment Systems Corp.	215/794-8841
Fairbanks Morse	Slagle Run Pumps M & S Service Co., Inc.	610/933-5501
Cleveland Brothers	Generator	800/538-1020

2. Filtration Plant Personnel:

		Home	Cell
Michael Harman	Crew Leader	632-3811	
Rickey Mummert	Maintenance	632-2457	
John Slagle	Operator	633-9749	
Doug Rummel	Operator	633-9690	
David Storm	Operator	630-0039	578-9158
Rich Brown	Operator	632-8680	
Tim Myers	Operator		965-4091

M. Filter Plant Major Equipment

- a. Number 1 and 2 High Duty Pumps (18")
Name: # 1 Louis Allis Motor – Type COGX # 2 Baldor Motor Type P
DeLaval Pumps
- b. Number 3 High Duty Pump (12")
Name: Louis Allis Motor – Design B Type COGX
DeLaval Pump
- c. Number 4 High Duty Pump (20")
Name: Baldor Motor Type P
ITT A-C Pump
- d. Number 1 and 2 Low Duty Pumps (New Plant)
Name: # 1 NIDEC Motor Type FR # 2 U.S. Electric Motor – Design B Type R
Peerless Pump
- e. Number 3 Low Duty Pump (New Plant)
Name: Reliance Electric – Design B Type F
Peerless Pump
- f. 3 – Low Duty Pumps (Old Plant)
Name: US Electric – Design B Type HU
Peerless Pump
- g. Wash Tank Pump
Name: US Electric – Design B Type RU
Peerless
- h. Generator
Name: Cleveland Brothers
MANU - Caterpillar Diesel KVA 1418 KW 1135

N. Slagle Run Equipment

- a. 2 pumps US Electric – Design B Type RUE
Name: Fairbanks Morse Pump Corp.
- b. 1 pump US Motor Emerson AC Vertical Motor
Name: Fairbanks Morse Pump Group

O. Drought Contingency Plan

The Borough of Hanover's (Hanover Municipal Water Department) drought contingency plan is found in Borough Ordinance Number 1907. This is an ordinance establishing guidelines for the

imposition of mandatory water use restrictions; defining certain terms; defining water use restrictions; providing for enforcement of water use restrictions; and imposing penalties.

P. The Borough of Hanover Ordinance Number 1907

SECTION I – GENERAL PROVISIONS

1.1 Purpose and Policy:

- A. This ordinance sets forth uniform guidelines for imposing mandatory restrictions on water use within the service area of the Hanover Borough Water Department for uniform enforcement of said restrictions through out the service area.
- B. The objectives of this ordinance are:
- (1) To prevent depletion of the raw water supply during dry weather periods through the use of mandatory, enforceable water use restrictions.
 - (2) To provide guidelines to be used as criteria for imposing mandatory water use restrictions.
 - (3) To provide for enforcement of mandatory water use restrictions.
 - (4) To provide penalties for violations of mandatory water use restrictions.

SECTION II – SCOPE

- A. The following words, terms and phrases when used in this ordinance have the meaning ascribed to them in this section except where the context clearly indicates a different meaning. Words, terms and phrases are as follows:

BOROUGH: The Borough of Hanover, York County, Pennsylvania

MUNICIPALITY: Any county, county authority, municipal authority, city, borough, township or school district.

OWNER: Any person vested with ownership, legal or equitable, sole or partial, of an improved property.

PERSON: Any individual, partnership, corporation, firm, company, association, joint stock company, trust, estate, governmental entity or any other legal entity or their legal representatives, agents or assigns. The masculine gender shall include the feminine, the singular shall include the plural where indicated by context.

STATE: The Commonwealth of Pennsylvania

USER: Any person who withdraws potable water from the water distribution system owned and operated by the Hanover Borough Water Department.

SERVICE AREA: The combined geographical area of all municipalities in which there are customers receiving water supplied by the Hanover Borough Water Department.

RAW WATER CAPACITY: The total combined gallonage of untreated water stored in the Sheppard Myers and Lawrence Baker Sheppard Reservoirs and wells and water from Slagle Run, Conewago Township and any additional sources, which may be added from time to time.

RAINFALL DEFICIT: The negative difference between the total amount of rainfall received to date in any calendar year and the amount of rainfall normally received by the same date in the same calendar year as measured at the Hanover Borough Water Filtration Plant in inches.

MANDATORY WATER RESTRICTION: Any use of water from the Hanover Water Department Distribution System, which is prohibited under the authority of this ordinance.

RAW WATER CAPACITY TREND: The projected graphic presentation of the total stored raw water capacity gallonage change based on weekly total capacity readings.

NONESSENTIAL WATER USE: Any use of water which when curtailed does not affect the health or safety of the general public.

IMPROVED PROPERTY: Any property with a water service hookup.

- B. The word “shall is mandatory, and the word “may” is permissive.

SECTION III – IMPLEMENTATION:

- A. If the Borough of Hanover Water Department experiences an impending raw water supply shortage condition, the Borough may request general conservation of water uses and may impose mandatory water use restrictions as deemed necessary to reduce or eliminate non-essential uses of water. Water conservation measures and or mandatory water use restrictions shall continue in effect until terminated by the Borough Council.

- B. Basis of decision to impose restrictions.

- (1) The decision to impose mandatory water use restrictions shall be based on the existence of two of the following conditions:
 - (a) The rainfall deficit in the current calendar year is equal to or greater than six (6) inches;
or
 - (b) The amount of rainfall received for two (2) consecutive months is equal to or less than one-half (1/2) the amount normally received.
 - (c) The total stored raw water capacity gallonage is equal to or less than sixty five percent (65%) of the maximum storage capacity.
 - (d) The projected raw water capacity trend line indicates that emergency Stage III will be reached within a time period of four (4) calendar months.

- (2) The existence of Subsection B(1)(a) or (b) in conjunction with Subsection B(1)(c) or (d) may constitute adequate reason to impose mandatory water use restrictions.

SECTION IV – REGULATIONS:

- A. The Hanover Borough Council shall be authorized to declare an imminent shortage situation and impose mandatory water use restrictions in the service area.
- B. The following water uses are declared nonessential, and any one (1) or more of such nonessential uses may be prohibited within the service area:
- (1) The use of hoses, sprinklers, or other means for sprinkling or watering of shrubbery, trees, lawns, grass, plants, vines, gardens, vegetables, flowers or any other vegetation.
 - (2) The use of water for watering golf courses: fairways in the initial phase; tees and greens when Council deems necessary.
 - (3) The use of water for washing automobiles, trucks, trailers, trailer houses, or any other type of mobile equipment.
 - (4) The washing of streets, driveways, parking lots, service station aprons, office buildings, exteriors of homes, sidewalks, apartments, or other outdoor surfaces.
 - (5) The operation of any ornamental fountain or other structures making a similar use of water.
 - (6) The use of water for filling swimming or wading pools.
 - (7) The operation of any water-cooled comfort air-conditioning, which does not have water-conserving equipment; air-cooled/water cooled ice machines.
 - (8) The use of water from fire hydrants for construction purposes, fire department drills, or testing fire apparatus, except as deemed necessary and approved in the interest of public health or safety by the municipal health officials.
 - (9) The use of water to flush sewer lines or sewer manholes.
 - (10) The use of water for commercial farms or nurseries other than a bare minimum to preserve plants, crops or livestock.
 - (11) The serving of water in restaurants, clubs or eating establishments unless specifically requested by the individual customer.

SECTION V – ENFORCEMENT:

- A. All Hanover Borough Water Department employees and all Hanover Borough Officials shall be charged with distributing information to the general public and reporting observed violations. The Hanover Borough Police Department shall be charged with enforcement of mandatory water use restrictions in effect within the Hanover Borough corporate limits.
- B. All non-law-enforcement personnel shall report any observed violation of any mandatory water use restriction to the Hanover Borough Police Department. An officer of the Police Department shall be responsible for issuance of any applicable citations to the violator.

SECTION VI – PENALTIES:

- A. First time violators shall be issued a warning citation by the applicable law enforcement agency.
- B. A second violation shall be punished according to the Violation and Penalty Ordinance, Chapter 46 of the Hanover Borough Code.
- C. A third violation shall result in termination of water service for a period not to exceed forty-eight (48) hours.

SECTION VII – APPEAL:

- A. Any user within the service area who feels that the mandatory water use restrictions in effect impose an undue hardship upon their person or business may appeal to the Hanover Borough Manager for relief. Such appeal shall be in writing and shall clearly state all pertinent facts concerning the perceived hardship.
- B. The Borough of Hanover shall render a decision in writing within forty-five (45) days of receipt of any such appeal. The Council Committee may grant exceptions to the mandatory water use restrictions on a case-by-case basis; however, the Borough's decision shall be in the best interest of all users of the water process system and shall be final.

SECTION VIII – SEVERABILITY:

In the event any provisions, section, sentence, clause or parts of this ordinance shall be held to be invalid, illegal, or unconstitutional, such invalidity, illegality or unconstitutionality shall not affect or impair any remaining provision, section, sentence, clause or part of this Ordinance, it being the intent of the borough that such remainder shall remain in full force.

SECTION IX – HEADINGS:

The headings in this Ordinance are solely for convenience and shall not affect in the legal interpretation of any provision hereof.

SECTION X – EFFECTIVE DATE:

This ordinance shall become effective the 17th day of June 1992. The Borough reserves the right to make changes from time to time as, in its opinion, may be desirable or beneficial and to amend this Ordinance in such manner and at such times, as in its opinion, may be desirable.

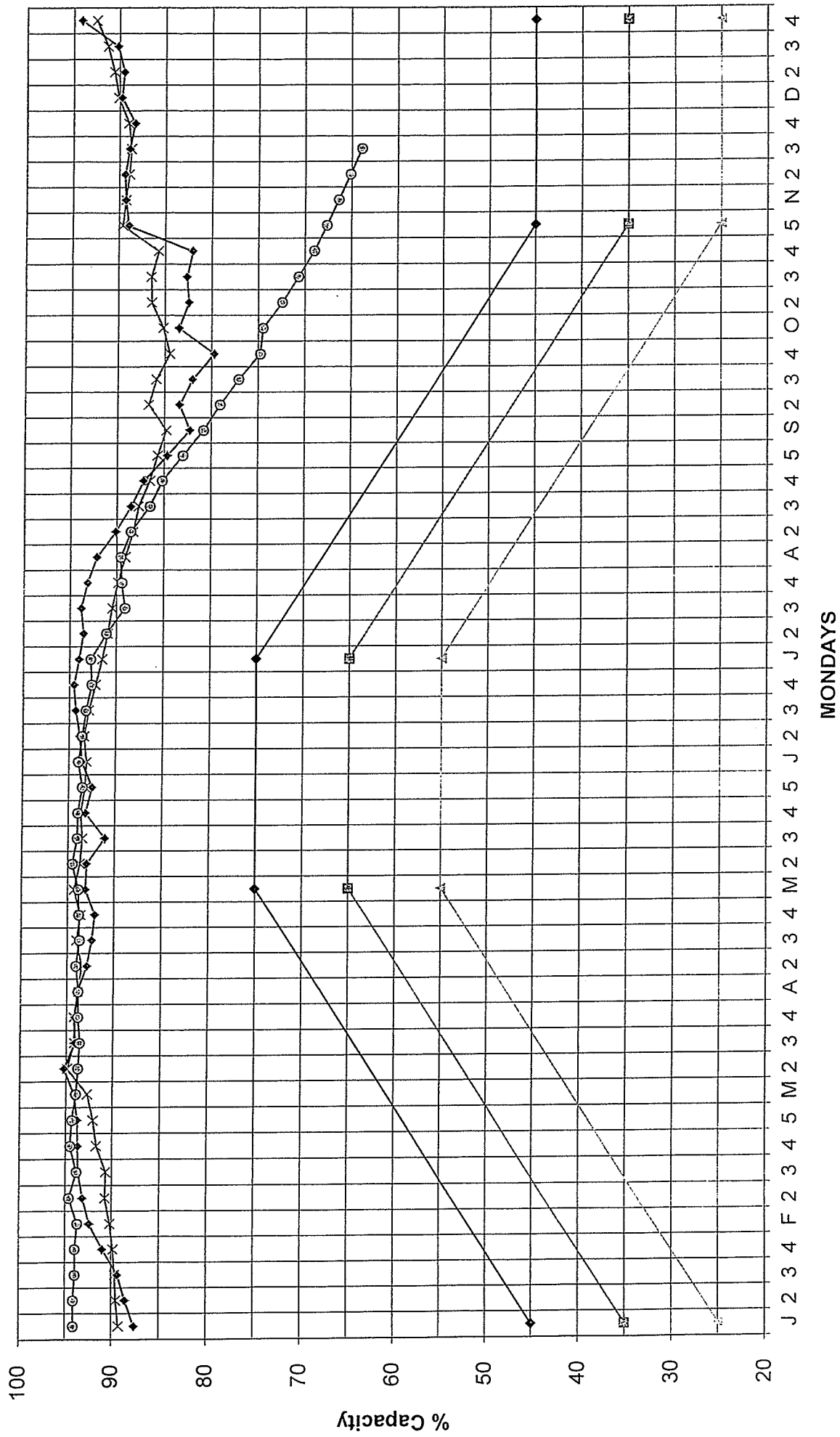
Q. Priorities and Procedures

The following priorities and procedures shall be established in the event that water conservation measures are necessary:

- A. Voluntary Conservation Measures shall be imposed if any of the following conditions exist:
 - (1) A short-term emergency due to water system break down or water shortage.
 - (2) Raw water supplies fall to Stage I warning level.
 - (3) A state declared drought warning.
- B. Mandatory Conservation Measures shall be imposed if any of the following conditions exist:
 - (1) Voluntary measures imposed under (a), (1) are not effective.
 - (2) A State declared water emergency due to drought.
 - (3) Raw water supplies fall to Stage II warning level.
- C. Water rationing (see attached plan) shall be imposed with approval of the Emergency Management Council under the following conditions:
 - (1) Raw water supplies fall to Stage III warning level.
 - (2) Mandatory measures imposed under (b), (1) are not effective.
 - (3) A State declared water emergency due to drought.

ATTACHMENTS

DAM CAPACITY VS. DROUGHT STAGE WARNINGS



—◆— STAGE 1 —■— STAGE 2 —▲— STAGE 3 —◆— 2015 —○— 2016 —x— 5 yr avg

LOCAL WATER RATIONING PLAN
FOR THE SERVICE AREA OF
THE BOROUGH OF HANOVER/HANOVER MUNICIPAL WATER WORKS

The Commonwealth Drought Coordinator is authorized to approve a Water Rationing Plan by the provisions of 4 Pa. Code Chapter 120 issued under the Emergency Management Services Code 35 Pa. C.S. §7101 et seq.

SECTION 1. DEFINITIONS

- (a) Commonwealth Drought Coordinator - An officer of the Department of Environmental Protection appointed by the Secretary to carry out the responsibilities established in the Pennsylvania Drought Contingency Plan to coordinate Commonwealth planning, preparedness and response action to a drought or water shortage emergency.
- (b) Emergency Service Area - The service areas of the water supply purveyors covered by this Local Water Rationing Plan, as set forth in Section 3, Scope.
- (c) Excess Use - The usage of water by a water customer in excess of the water allotment provided under the Local Water Rationing Plan for that customer, over any applicable period.
- (d) Non-Residential Customer - Commercial, industrial, institutional, public and all other users with the exception of hospitals and health care facilities.
- (e) Person - An individual, partnership, association, company, corporation, municipality, municipal authority, political subdivision, or an agency of Federal or State government. The term includes the officers, employees and agents of a partnership, association, company, corporation, municipality, municipal authority, political subdivision, or an agency of Federal or State government.
- (f) Plan-local water rationing plan - A drought response plan for the equitable allocation of limited water supplies, submitted by a public water supply agency or the governing body of a political subdivision and approved by the Commonwealth Drought Coordinator.
- (g) Political subdivision - A county, city, borough, incorporated town or township.
- (h) Public Water Supply Agency, Purveyor, Water Purveyor, Water Supply Purveyor - A "community water system" as that term is defined in section 3 of the Pennsylvania Safe Drinking Water Act (35 P.S. §721.3). The owner or operator of any public water supply system including, but not limited to, any public utility, municipality, municipal authority, association or other organization which supplies water to the public; and the officers, employees and agents of any such purveyor.
- (i) Residential Water Customer - Any customer who receives water service for a single or multi-family dwelling unit. The term does not include educational or other institutions, hotels, motels, or similar commercial establishments.
- (j) Service Area - The geographic area serviced by an individual water supply purveyor.
- (k) Service Interruption - The temporary suspension of water supply, or reduction of pressures below that required for adequate supply, to any customer, portion of a water supply system, or an entire system.
- (l) Special Emergency Area - The area or areas within which the Governor has declared a state of drought and water shortage emergency.
- (m) Water Allotment - The maximum quantity of water allowed for each customer over any applicable period as established pursuant to Sections 8-10 of this Plan.

- (n) Water Customer - Any person who is connected to and receives water service from a water supply system.
- (o) Water Company – The Borough of Hanover/Hanover Municipal Water Works

SECTION 2. PURPOSE

This Local Water Rationing Plan is intended to establish measures for essential conservation of water resources, and to provide for equitable distribution of limited water supplies, in order to balance demand and limited available supplies and to assure that sufficient water is available to preserve public health and safety within the Emergency Service Area.

SECTION 3. SCOPE

This Local Water Rationing Plan shall apply to all water uses within the service area of **The Borough of Hanover/Hanover Municipal Water Works** encompassing all or part of the following municipalities:

- 1, The Borough of Hanover
- 2, The Borough of McSherrystown
- 3, Penn Township
- 4, Conewago Township

SECTION 4. OBJECTIVE OF THE PLAN

- (a) It is imperative that water customers within the Emergency Service Area achieve an immediate and further reduction in the water use in order to extend existing water supplies and, at the same time, assure that sufficient water is available to preserve the public health and sanitation, and provide fire protection service.
- (b) The objective of this Local Water Rationing Plan is to effect an immediate **25** percent reduction in water usage. Should drought conditions continue, further reductions in usage may be required. If it is necessary to implement further reductions, this Plan will be modified as noted in Section 16. It is the Water Company's responsibility to continually monitor the water supply available to the water system to determine if amendments are required.
- (c) The Plan provides for equitable reductions in water usage on the part of each water customer. The success of this Plan depends on the cooperation of all water customers in the emergency service area.

SECTION 5. MEASURES TO IMPLEMENT THE PLAN

Each municipality within the Emergency Service Area will develop and adopt such implementing and enforcement measures as are necessary and appropriate to assure compliance with requirements of this Local Water Rationing Plan.

SECTION 6. PROHIBITED NON-ESSENTIAL WATER USES

- (a) The following water uses are declared non-essential and are prohibited within the Emergency Service Area:
 - (1) The use of hoses, sprinklers, or other means for sprinkling or watering of shrubbery, trees, lawns, grass, plants, vines, gardens, vegetables, flowers or any other vegetation.
 - (2) The use of water for watering golf courses: fairways in the initial phase; tees and greens when Council deems necessary.
 - (3) The use of water for washing automobiles, trucks, trailers, trailer houses, or any other type of mobile equipment at a residential property.
 - (4) The washing of streets, driveways, parking lots, service station aprons, office buildings, exteriors of homes, sidewalks, apartments, or other outdoor surfaces.

- (5) The operation of any ornamental fountain or other structures making a similar use of water.
 - (6) The use of water for filling swimming or wading pools.
 - (7) The operation of any water-cooled comfort air-conditioning, which does not have water-conserving equipment; air-cooled/water cooled ice machines.
 - (8) The use of water from fire hydrants for construction purposes, fire department drills, or testing fire apparatus, except as deemed necessary and approved in the interest of public health or safety by the municipal health officials.
 - (9) The use of water to flush sewer lines or sewer manholes.
 - (10) The use of water for commercial farms or nurseries other than a bare minimum to preserve plants, crops or livestock.
 - (11) The serving of water in restaurants, clubs or eating establishments unless specifically requested by the individual customer.
- (b) Exemptions or Variance from Non-Essential Uses of Water Restrictions.
- (1) If compliance with the non-essential use of water restrictions would result in extraordinary hardship upon a water user, the water user may apply for an exemption or variance. For purposes of this section, extraordinary hardship means a permanent damage to property or other personal or economic loss which is substantially more severe than the sacrifices borne by other water users subject to the nonessential use of water restrictions.
 - (2) A person or business entity believing he suffers an extraordinary hardship and desiring to be wholly or partially exempt from the restrictions on the non-essential use of water shall submit a written request with full documentation supporting the need for the requested relief to the Water Company at the following address:

The Borough of Hanover
Hanover Municipal Water Works
44 Frederick Street
Hanover, Pa. 17331

- (3) The application from the water user shall contain information specifying:
 - (i) The nature of the hardship claimed and reason for the requested exemption or variance.
 - (ii) The efforts taken by the applicant to conserve water and extent to which water use may be reduced by the applicant without extraordinary hardship.
- (4) The Water Company shall advise the applicant of its decision regarding the application. An exemption or variance will be granted only to the extent necessary to relieve extraordinary hardship.
- (5) Any person aggrieved by a decision relating to such an exemption or variance rendered by the Water Company rendering water service beyond its corporate limits may file a complaint with the Public Utility Commission in accordance with the procedures established under the Public Utility Code.
- (6) Any person aggrieved by a decision relating to such an exemption or variance rendered by the Water Company not under the jurisdiction of the Public Utility Commission may file an appeal with the Commonwealth Drought Coordinator who shall render a final decision.

SECTION 7. GENERAL REQUIREMENT FOR WATER USE REDUCTIONS

Each and every water customer, regardless of whether residential, commercial, industrial, municipal, institutional or other type of user, shall achieve the water use reductions set forth in this Local Water Rationing Plan. In order to achieve the overall objectives of the Plan, the water use restrictions and limitations set forth in Sections 8-10 shall apply.

SECTION 8. WATER USE RESTRICTIONS FOR RESIDENTIAL USERS

(a) Metered Residential Water Customers and Allotments:

- (1) The number of permanent residents in each dwelling unit (household) will determine the amount of water that each household will be allowed.
- (2) Each dwelling unit (household) shall be allotted 40 gallons per day for each resident of the household. Households with only one permanent resident will have a daily allotment of 55 gallons per day.
- (3) Residential water customers are required to provide Water Company personnel with reasonable access to read meters as necessary to implement this rationing plan. Where access is not readily available, the Water Company shall make all reasonable efforts to contact customers in order to arrange for access to read meters. In the event a water customer does not allow Water Company personnel entry to read the meter, after the Water Company has made reasonable efforts to arrange for such access, the dwelling unit (household) allotment will be reduced to 55 gallons per day.

(b) Variances and Exceptions

- (1) Where the residential water allotment provided under this section would create extraordinary hardship, as in the case of special health related requirements, the water customer may apply to the Water Company for an exemption or variance from these requirements. If the Water Company finds that the allotment provided in this section would impose extraordinary hardship, the Water Company may establish a revised allotment for the particular customer. For these purposes, an "extraordinary hardship" means a permanent damage to property or economic loss which is substantially more severe than the sacrifices borne by other water users subject to this Local Water Rationing Plan.
- (2) Any person aggrieved by a decision relating to such an exemption or variance rendered by the Water Company rendering water service beyond its corporate limits may file a complaint with the Public Utility Commission in accordance with the procedures established under the Public Utility Code.
- (3) Any person aggrieved by a decision relating to such an exemption or variance rendered by the Water Company not under the jurisdiction of the Public Utility Commission may file an appeal with the Commonwealth Drought Coordinator who shall render a final decision.

SECTION 9. WATER USE RESTRICTIONS FOR NON-RESIDENTIAL WATER CUSTOMERS

- (a) Non-residential customers include commercial, industrial, institutional, public, and all other users, with the exception of hospitals and health care facilities.
- (b) Non-residential water customers shall reduce their water usage by a minimum of 25 percent of use levels for the same month of the preceding year.
- (c) It is the primary responsibility of each non-residential water customer to meet its mandated water use reduction goal in whatever manner possible.
- (d) The Water Company will establish a water allotment for each non-residential water customer, based upon a required 25 percent reduction of water usage from the rate of water used by the customer in the same month of the preceding year, or the last recorded use level if no meter readings record the rate of the customer's use in the same month of the preceding year.
- (e) Administratively, for the purpose of calculating rationing levels for non-residential water customers, credit shall be given for water conservation efforts made prior to the effective date of water rationing. Efforts made prior shall mean the period up to and including the three (3) year period prior to the enforcement of water rationing.
- (f) Each non-residential water user shall provide access to Water Company personnel for purposes of meter reading and monitoring of compliance with this Plan. The Water Company shall make all reasonable efforts to contact customers to arrange for access.

- (g) (i) If the mandated **25** percent reduction in water usage cannot be obtained without imposing extraordinary hardship threatening health and safety, the non-residential customer may apply to the Water Company for a variance. For these purposes, "extraordinary hardship" means a permanent damage to property or economic loss which is substantially more severe than the sacrifices borne by other water users subject to this Local Water Rationing Plan. If the Water Company finds that the **25** percent reduction would cause extraordinary hardship or threaten health or safety, the Water Company may grant a variance and establish a revised water use reduction requirement for the particular customer.
- (ii) Any person aggrieved by a decision relating to such a variance rendered by the Water Company rendering water service beyond its corporate limits may file a complaint with the Public Utility Commission in accordance with the procedures established in the Public Utility Code.
- (iii) Any person aggrieved by a decision relating to such a variance rendered by the Water Company not subject to the jurisdiction of the Public Utility Commission may appeal the decision to the Commonwealth Drought Coordinator who shall render a final decision.

SECTION 10. WATER USE RESTRICTIONS FOR HOSPITALS AND HEALTH CARE FACILITIES

- (a) Hospitals and health care facilities shall comply with all restrictions imposed on residential and non-residential water customers as may be applicable to each individual institution, to the extent compliance will not endanger the health of the patients or residents of the institution.
- (b) Each hospital and health care facility shall survey its water usage patterns and requirements and implement such additional conservation measures as may be possible without endangering the health of patients or residents to achieve a **25** percent reduction in the institution's water usage.

SECTION 11. ENFORCEMENT OF THE PLAN

- (a) The Water Company will have lead responsibility for monitoring of compliance with this Local Water Rationing Plan.
- (b) The Water Company is authorized to alter meter reading schedules to assure adequate monitoring of compliance with this plan.
- (c) The Water Company shall institute procedures to closely monitor supplies and current usage to determine if reductions are being attained consistent with the target figures established in the plan. The Water Company shall establish a mechanism to advise the water users of the effects of rationing.
- (d) Proper law enforcement authorities and private citizens have additional enforcement responsibilities and rights as specified in Section 14 of this Local Water Rationing Plan.

SECTION 12. SERVICE INTERRUPTIONS

- (a) The Water Company may implement temporary service interruptions if this action is necessary to achieve water use reductions to prevent the water supply system from depleting its on hand water supply to the point that vital service demands including, but not limited to, public health and safety, firefighting, and use of health care facilities cannot be met.
- (b) The following provisions shall govern the implementation of temporary service interruptions:
 - (1) In order to effectuate compliance with this Plan, the Water Company is hereby authorized and required to plan and implement temporary service interruptions to all or part of its water supply system, as the Water Company may deem appropriate, when any and/or all of the following conditions are determined by the Water Company to exist, as to its water supply system:
 - (i) A **25** percent reduction in systemwide water usage has not been achieved, and/or
 - (ii) The **25** percent reduction in systemwide water usage has been achieved, but has failed to have a significant impact in extending limited water supplies, and/or
 - (iii) Temporary service interruptions are necessary in order to further extend limited and/or dwindling water supplies.

- (2) In the event that the Water Company determines that temporary service interruptions are necessary, the Water Company shall notify its customers through the public media (newspapers, radio, telephone, and television) serving the customers of the Water Company in its service territory, at least one day prior to the temporary service interruptions, that a planned, temporary service interruption is to be imposed.

In addition, the Water Company shall notify the Commonwealth Drought Coordinator, the local coordinator of emergency management, local public health authorities, the Pennsylvania Emergency Management Agency, the Regional office of the Department of Environmental Protection, and the Pennsylvania Public Utility Commission.

Such notice shall:

- (i) State the day or days when the planned, temporary service interruptions will occur;
 - (ii) State the time(s) when such planned, temporary service interruptions will commence, and the time(s) such interruptions will cease;
 - (iii) State whether the planned, temporary service interruptions are to be imposed on the entire system, or a part thereof, and, if only part(s) of the system will experience planned, temporary service interruptions, identify the geographical boundaries within which the planned, temporary service interruptions will occur; and
 - (iv) Advise all customers within the areas affected by planned, temporary service interruptions how to treat any water received from the system, for human consumption, during the period(s) of planned, temporary service interruptions and for such additional time as may be necessary until full pressure is restored to the system.
- (3) If the Water Company imposes planned, temporary service interruptions as authorized and required by this Plan, it must provide for the continued delivery of water to health care facilities within the area(s) affected by such interruptions, by means of any adequate, alternative delivery measures that may be necessary.
- (4) If the Water Company implements planned, temporary service interruptions, it must make provision, by any means possible, for the continued delivery of such water, as may be necessary, for the proper operation of sewage collection, treatment and disposal systems and facilities.

SECTION 13. EXCESS USE CHARGES

Any residential or non-residential water customer who exceeds the allotments established pursuant to this Local Water Rationing Plan will be subject to the following excess-use charge provisions:

- (a) The Water Company is directed to collect an "excess-use charge" based on the amount by which a customer's use exceeds the water allotments established pursuant to the Local Water Rationing Plan, computed in accordance with the following schedule:

Excess Usage Per Month	Charge for Excess
First 2,000 gallons or portion thereof	<u>5</u> Times the actual rate charged for water
Each 1,000 gallons or portion thereof thereafter	<u>10</u> Times the actual rate charged for water

- (1) Excess use charges will only be assessed against metered customers and shall be based upon actual meter readings.
- (2) Excess use charges may be changed by the Water Company if needed to effect necessary reductions in water use, provided that the charges do not exceed the actual rate charged multiplied by 5 times for the first 2,000 gallons and 10 times for each 1,000 gallons thereafter. The Commonwealth Drought Coordinator need not approve such changes to an already approved Local Water Rationing Plan prior to implementation; however, 3 copies of the revised Plan must be submitted immediately to the Commonwealth Drought Coordinator.

- (b) Any monies collected by the Water Company through excess use charges shall not be accounted for as income to the Water Company, but shall be placed by the Water Company in a reserve account. The disposition of funds placed in the reserve account shall be governed as follows:
 - (1) Funds collected by the Water Company for rendering services beyond its corporate limits shall be disposed of as directed by orders and procedures adopted by the Public Utility Commission.
 - (2) Funds collected by the Water Company for rendering services within its corporate limits shall be used to offset drought-related costs or expenses as directed by the Commonwealth Drought Coordinator.
- (c) In addition to the excess use charge, non-compliance with the Local Water Rationing Plan will result in the following:
 - (1) For the first excess use, a warning of possible discontinuation shall be issued to the customer by the Water Company.
 - (2) For the second or subsequent excess use, the Water Company may interrupt or shut off service to the customer for a period not to exceed 48 hours, or, if the customer provides access, the Water Company may install a flow restrictor in the customer's service line for the duration of the emergency. The cost incurred by the Water Company to interrupt or shut off and reinstate service, or to install and remove a flow restrictor, shall be assessed to the water customer by the Water Company.
 - (3) Penalties as provided for in Section 14 of this plan.
- (d) Any customer or other person aggrieved by a decision or action by the Water Company imposing an excess use charge or other remedy for non-compliance with the requirements of this Plan may proceed in accordance with the following provisions:
 - (1) The Water Company shall adopt procedures which provide an opportunity for the customer or aggrieved party to rebut the finding of a violation, or evidence of circumstances beyond the customer's control which resulted in the violation. The Water Company shall keep a record of evidence presented regarding disputed violations, and shall provide the customer or aggrieved party with a written notice of the Water Company's final decision and action in such cases.
 - (2) Any person aggrieved by the final decision or action of the Water Company rendering water service beyond its corporate limits may file a complaint with the Public Utility Commission in accordance with the procedures established under the Public Utility Code, 66 PA C.S. §101 et seq.
 - (3) Any person aggrieved by the final decision or action of the Water Company not subject to the Public Utility Commission may file an appeal with the Common Pleas Court in the county where the water service is provided, in accordance with the provisions and procedures of the Local Agency Law, 2 Pa. C.S. §§551- 555, 751-754.

SECTION 14. PENALTIES

Any person who violates the provisions of this Plan, who fails to carry out duties and responsibilities imposed by this Plan, or who impedes or interferes with any action undertaken or ordered pursuant to this Plan, shall be subject to the penalties provided by law under 35 Pa. C.S. §7707. Violation of any provision of this Chapter is a summary offense enforceable by law enforcement officers or private citizens in accordance with 234 Pa. Code Chapter 50 (relating to summary cases).

SECTION 15. SAVINGS CLAUSE

Nothing in this Local Water Rationing Plan shall in any way limit or affect the power or authority of any political subdivision to adopt and enforce ordinances, rules, restrictions and orders for water conservation and protection of essential water supplies, provided that such ordinances, rules, restrictions and orders do not conflict with 4 Pa. Code Chapters 118, 119, and 120 (relating to reductions of major water use in a Commonwealth drought emergency area; prohibition of nonessential water uses in a Commonwealth drought emergency area; and local water rationing plans), river basin commission orders or plans, and the requirements of this Plan.

SECTION 16. AMENDMENT OF THE PLAN

The Water Company may, at any time, submit proposed additions to or amendments of this Plan to the Commonwealth Drought Coordinator.

SECTION 17. EFFECTIVE PERIOD

This Plan shall remain in effect until terminated by action of the Commonwealth Drought Coordinator.

SECTION 18. EFFECTIVE DATE

This Plan shall take effect immediately upon approval by the Commonwealth Drought Coordinator.